

National Business Center, Aviation Management



AM Service Offerings

- Aviation Safety
- Aviation Safety Training
- Aviation Program Management
- Aviation Flight Services Support

Inside this issue:

Aviation Safety Service Offering	1
Aviation Safety Training Service Offering	2
Aviation Program Management—Departmental Aircraft	3
NPS Fleet aircraft flight usage	4-5
Aviation Flight Services Support Service Offering	5-7
NBC-AMD Strategic Goals and FY2006 Year in Review	8-9
Budget Analysis	9

Services Provided to National Park Service, FY 2006

Associate Director's Corner: NBC-Aviation Management (NBC-AM) Line of Business is proud to present the inaugural edition of our semi-annual customer newsletter. This new NBC-AM customer service initiative is designed to provide bureau personnel at all levels with general Department aviation management information as well as detailed, bureau-specific aviation financial and performance measurement data. In this issue, you will find descriptions of NBC-AM's aviation service offerings as well as bureau-specific performance and cost measures related to each service offering for FY2006. Also intended to assist bureau executives and managers in meeting their bureau aviation program responsibilities for operational effectiveness, efficiency, and overall safety, the data can be used to assess whether actual bureau aviation program execution (and the decision processes that drive it) is aligned with National Park Service annual plans and long term strategies for aviation. As the Department's designated aviation management experts, NBC-AM stands ready to assist you in this effort.

Mark L. Bathrick, Associate Director, NBC-AM

Aviation Management Service Offering Descriptions

Service Offering: Aviation Safety

Mishap Prevention: Aviation Management develops and maintains mishap prevention programs that provide implementation of aviation safety guidelines, goals, and safety performance metrics.

Mishap Investigation and Trend Analysis: Aviation Management conducts on-site aircraft investigations, gathers factual information, conducts laboratory examination and analysis and develops causal and contributing factors. Final mishap reports are produced and distributed. Analysis is conducted to identify trends and develop further recommendations for prevention.

Aviation Program Evaluations: Aviation Management provides onsite visits to review customer aviation programs. Policies and procedures are analyzed to assess any deficiencies and provide recommendations. Follow-up evaluation is performed after one year, in which if no progress has been made, material weaknesses are documented and provided. During FY 2006, three aviation program evaluations were performed for the National Park Service. (Intermountain Region Southwest, Northwest Region, Capital and Northeast Region).

In FY 06:

NPS had one accident in Fairbanks, Alaska, N792

42 SAFECOMS received on NPS events

1,276 Interagency SAFECOMS received (38% more than FY05).

First ever **INTERAGENCY SAFETY ALERT**

Reduction in annual aircraft accident rate from 6.12 per 100,000 flight hours in FY05 to 4.8 in FY06, a **20.2% reduction**.

U.S. Department of the Interior


National Business Center
 Government Shared Service Provider

Training—Assuring our future success by investing in our most important asset—*Our PEOPLE*



Service Offering: Aviation Training

- NBC -Aviation Management offers training services providing knowledge and expertise in aviation and accident prevention policy, procedures, and in best safe operating practices.
- NBC -Aviation Management offers development, implementation, and maintenance of an aviation training program that meets the customer's needs. (Departmental and agency specific).
- Classroom and online training are available. Online training offers web-based instructional technology to provide customers the opportunity to fulfill their aviation training requirements from their own desktop.

Aviation Safety Training includes online training, instructor led training, and the Aviation Centered Education conferences



FY06 Aviation Safety Training Provided to National Park Service

	Online Training		Instructor-Led Training		ACE	
	No of Modules	No of Students	No of Modules	No of Students	No of Modules	No of Students
NPS	1985	490	1224	917	545	64
Total	19663	4533	4433	3222	5025	526

“Key Business Principles - Increasing Accountability, Advancing Modernization / Integration”

- U.S. Department of the Interior GPRA Strategic Plan FY 2007 - 2012



Service Offering: Aviation Program Management



DOI Pilot and Fleet Evaluation:

- NBC -Aviation Management offers flight training and ground school for DOI pilots. Also provided are fleet airworthiness inspections and maintenance.
- NBC -Aviation Management inspects, approves, manages, and provides oversight of DOI pilots and fleet aircraft, including civil maintenance facilities which provide support to DOI fleet aircraft.

Technical Oversight and Support:

- NBC -Aviation Management conduct research and evaluates technology related to DOI aircraft and/or pilot equipment modifications/improvements. Conduct transportation studies in support of competitive sourcing. Inspections of aviation fuels facilities are conducted to ensure equipment and fuel quality meet appropriate standards.

250 DOI Safety
Inspections performed
for Interior-Owned
Aircraft in FY06
(125% incr. over FY05)

301 Interior Pilot Flight
Evaluations Conducted
in FY06
(8% increase over FY05)



New NPS-assigned DOI
Cessna 206 (Manteo, NC)
procured by NBC-AM in FY06.

NPS Fleet Aircraft Usage FY 2006

FY2006	Fleet Hours	Fleet Usage Costs*	Cost/ Flight Hour**
Helicopter	868.8	\$1,078,292	\$1,243
Fixed Wing	4,092.1	\$ 729,354	\$ 178
Total	4,960.9	\$1,807,646	\$ 364

* Include both the *Fleet Hourly Use Rate* and the *Fleet Monthly Availability Rate*. Fleet monthly availability rate costs are incurred regardless of flight hours. These fixed monthly costs cover accident reserve, depreciation, maintenance hangar expenses (Alaska) and partial replacement reserve (for some aircraft).

**NPS Fleet Usage Costs divided by NPS Fleet Hours Flown.

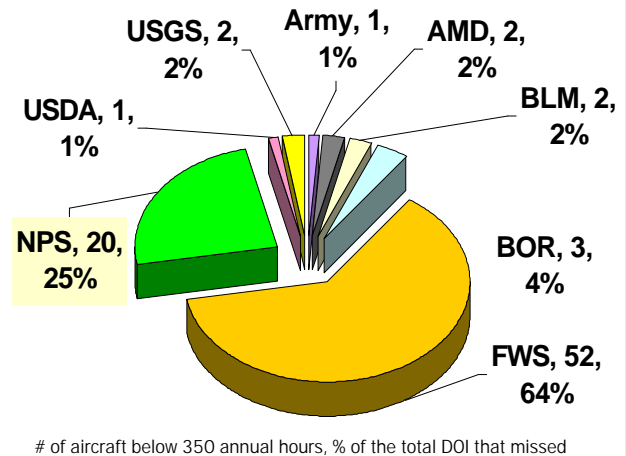
In FY 2006 14.8% of NPS Aviation Usage Costs were expended in Fleet aircraft (15.1% in FY2005)



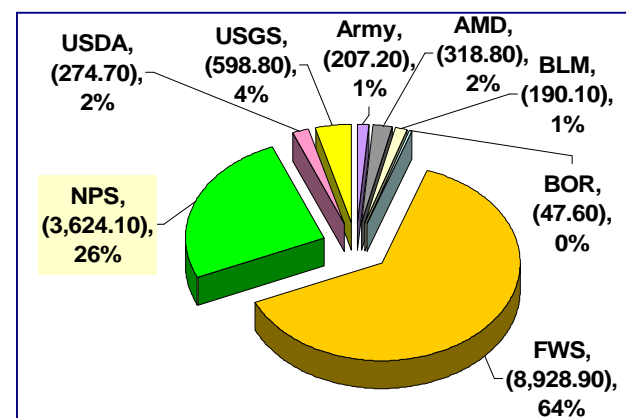
National Park Service Fleet Aircraft Flight Hour Usage

NPS Assigned DOI Fleet Aircraft	Flight Hrs FY06	Flight Hrs FY05	Avg FY05 & FY06 to date Difference from Fed Avg of 350 annual flt hrs**
8 Different Makes/Models			
23 Total Assigned			
Aeronca Scout, N695AC	228.8	281.4	-94.9
Aviat Husky, N20HY	254.7	336.6	-54.4
Aviat Husky, N21HY	117	263.7	-159.7
Aviat Husky, N37HY	253.2	238.3	-104.3
Aviat Husky, N67HY	124	166.1	-205
Bell 206, N33PP	77.3	80.7	-271
Bell 412, N22PP	481.5	455.8	118.7
Bell 412, N412PP	485	470.8	127.9
Cessna 182, N106PS	242.5	176.9	-140.3
Cessna 185, N1217F	180.3	108.2	-205.8
Cessna 185, N2171F	177.5	202.6	-160
Cessna 185, N4704A	128.7	204.6	-183.4
Cessna 185, N5163E	106.9	93	-250.1
Cessna 185, N714KH		44.9	
Cessna 185, N757	76.3	119.6	-252.1
Cessna 185, N9395N	193.5	94.8	-205.9
Cessna 185, N9987N	122	188.4	-194.8
Cessna 206, N104PS	201.9	215.8	-141.2
Cessna 206, N2PS	524.6	628.4	226.5
Cessna 206, N32PS	343.6	216.2	-70.1
Cessna 206, N9178G	182.2	238.2	-139.8
Cessna 206, N9497R	106.3	114.2	-239.8
Piper Super Cub, N2387	224.8	225.8	-124.7
Piper Super Cub, N7875D	252.9	251	-98.1

FY06 Fleet Aircraft Utilization
84 of 96 (88%) Fleet Aircraft
Missed the Federal Average
Flight Time



FY06 Fleet Aircraft Utilization
DOI Fleet Aircraft Flew 14,190.20
(72%) Fewer Hours Than the
Federal Average Flight Time



Total # of hours below 350 annual hours, % of the total DOI hours below standard

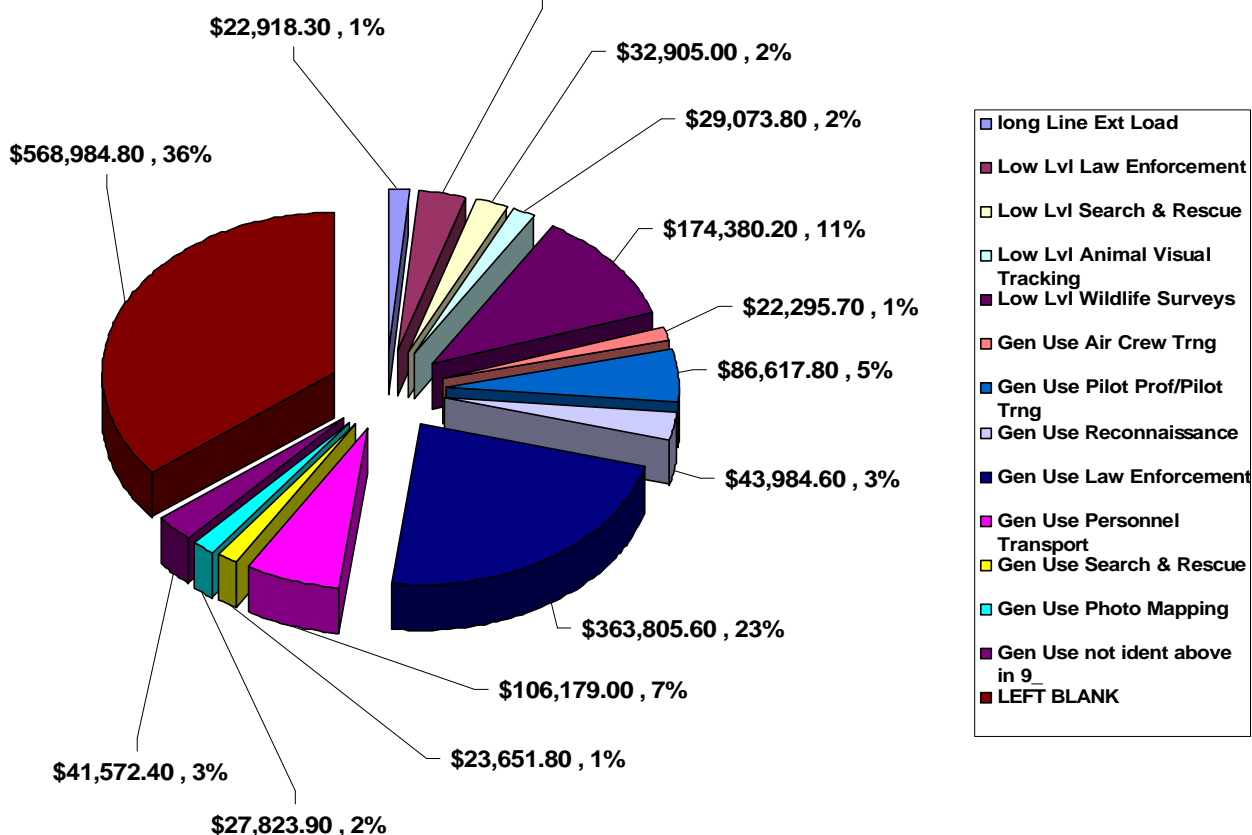
NPS Assigned DOI Fleet Aircraft
Average Age Increased 22% FY00–FY06

**GAO-02-460, April 2002, Office of Aircraft Services/NBC-AMD and Bureaus Can More Fully Recover and Further Reduce Aviation Program Costs.

In FY2006, 20 of the 23 NPS assigned fleet aircraft (87%) did not reach the GSA & GAO recognized Federal average of 350 hours per year for government owned aircraft.



National Park Service FY 2006 Fleet Aircraft Flight Usage by Mission Type



Notes: - Data taken from bureau completed flight use reports forwarded to NBC-AM.
- Missions supported by 40 NPS affiliated pilots

Service Offering: Aviation Flight Services Support



- Flight Requirements Analysis: Aviation Management offers procurement planning specific to an agencies needs.
- Acquisition Management and Support for Commercial Aviation Flight Services: Aviation Management works with the customer to offer various aircraft procurements tailored with the technical specifications, specifying aircraft capabilities and limitations to meet the customers needs. Commercial aircraft and pilots are inspected and carded to the standard required in the award.
- Flight Scheduling and Coordination: Aviation Management offers assistance scheduling and coordinating commercial flight missions using On-Call and Aircraft Rental Agreement resources.



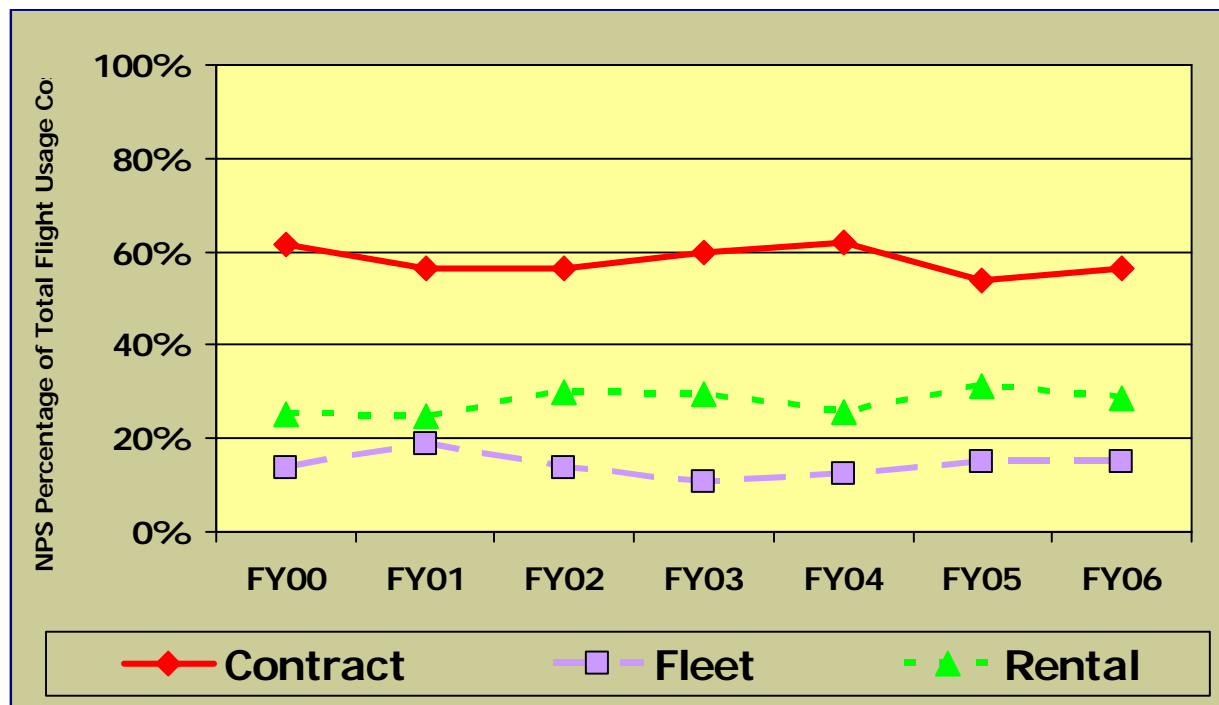
National Park Service FY 2006 Vendor Flight Usage

FY2006	Rental Hours	Rental Dollars*	Cost/ Flight Hour*	Contract Hours	Contract Dollars*	Cost/ Flight Hour*
Helicopter	2,118.0	\$2,395,118	\$1,131	3,825.3	\$6,473,206	\$1,692
Fixed Wing	3,208.1	\$1,093,606	\$ 341	985.4	\$ 430,547	\$ 437
Total	5,326.1	\$3,488,724	\$ 655	4,810.7	\$6,903,753	\$1,435

2,668 Total Safety Inspections performed for Contract and Rental Aircraft FY06

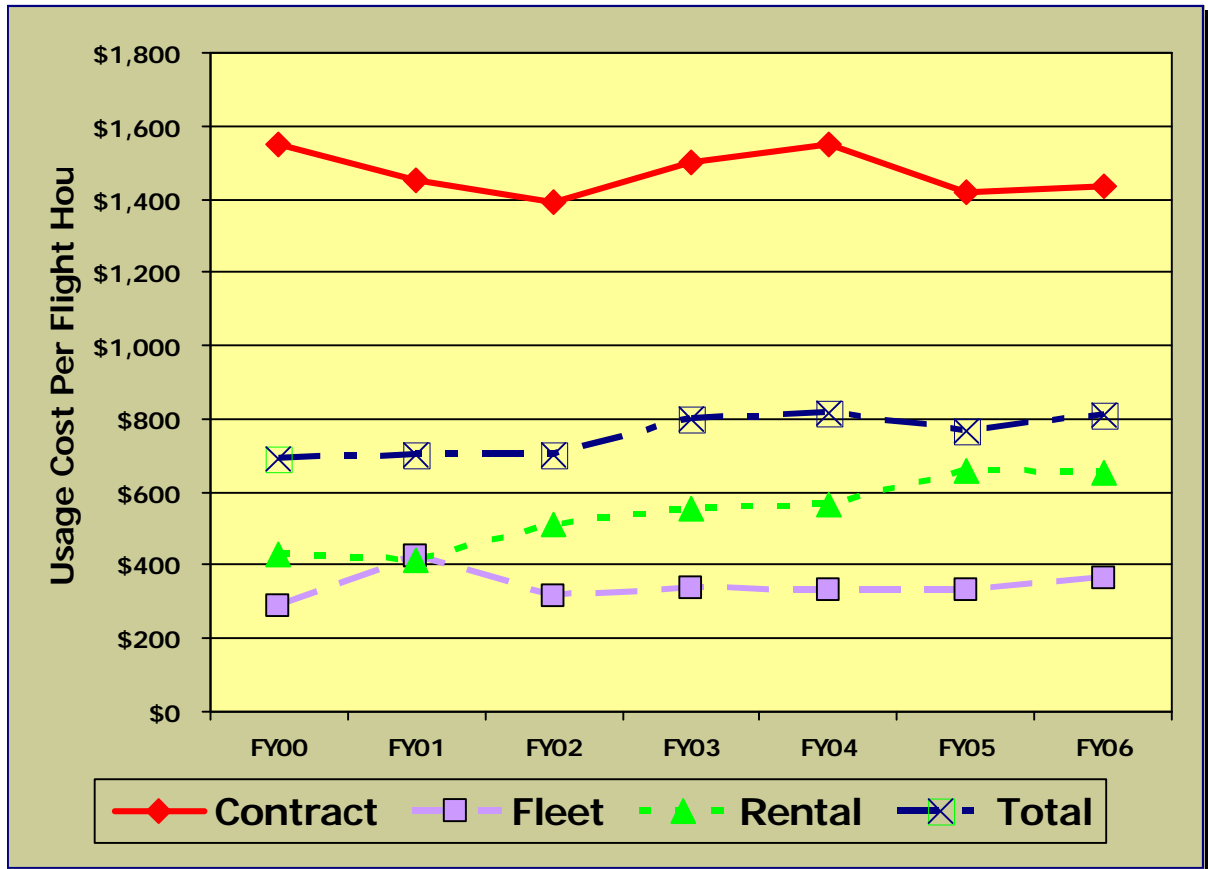


3,649 total Vendor Pilot Flight Evaluations Conducted in FY06





NPS Flight Hour Usage Cost Trends





National Business Center—Aviation Management Strategic Goals

Quality customer service, innovation, and best value are the cornerstones of the NBC. For over 30 years, the NBC has been supporting federal government agencies as a Shared Service provider, establishing world class business management systems and services. NBC's existing portfolio of services include: Training Services, Acquisition Services, Appraisal Services, Aviation Management Services, Information Technology Services, and Administrative Support Services.

- 1. Achieve Customer Service Excellence.**
- 2. Modernize Financial and Business Management Practices.**
- 3. Optimize Operational Performance.**
- 4. Develop and Sustain a World Class Organization.**

NBC—Aviation Management—FY 2006 Year in Review

NBC -AMD's primary goals are "...to raise the safety standards, increase the efficiency, and promote the economical operation of aircraft activities in the Department of Interior



Managing for Excellence (Building Collaborations and Partnerships):

- First ever Post-session Aviation Centered Education (ACE) reports to leadership, detailing participation and cost/student/instructor metrics.
- First ever *Executive Quick-Look* reports to bureau aviation executives following the completion of regional bureau aviation program reviews. Delivered (4) Executive Quick-Look summaries in FY 06.
- NBC-AMD identification and presentation of six industry & government proven aviation program cost reduction opportunities through the adoption of "enterprise strategies."
- Establishment of three web-based customer feedback surveys (service, information, & issue resolution), giving customers a quick and easy way to provide their valued inputs and if they desire, receive follow-on attention from Aviation Management <http://www.zoomerang.com/survey.zgi?p=WEB225BNW294JW>).
- Initiated a proactive program of "Customer Grams," intended to provide ABOD Working Team members and other customer representatives with new or refresher information on topics that are important to our customer's ability to maximize the effectiveness and efficiency of the aviation services they require.
- First ever Interagency Aviation Safety Alert published in cooperation with USDA/ Forest Service. Delivered (5) Interagency Aviation Safety Alerts in FY 06.
- New Interagency Aviation Lessons Learned published in cooperation with USDA/ Forest Service.
- Communication provided to NPS in identifying potential mitigating actions that could be employed to assist NPS customers in Alaska in continuing to meet their ACETA mission requirements.

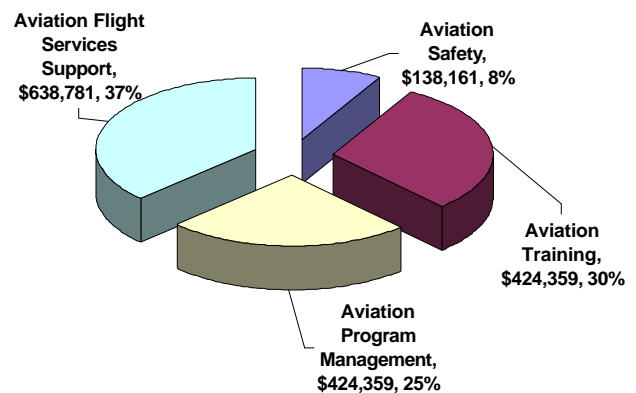


Aviation Management—FY 2006 Year in Review continued

- NPS Helicopter Rappel Program Hoist MOU completed in four months
- FY 2006 Zoomerang Customer Service Report
 - 89% positive response average of customer satisfaction
 - 91% positive customer satisfaction to NBC-AMD responses received in a professional and timely manner.
- Worked with NPS on Toe-In, Single Skid, and Step-Out Landings waiver request to conduct these operations at Hawaii Volcanoes National Historical Park.
- Service provided to NPS in support of the Hoist MOU with the California Highway Patrol.

Budget Analysis—Breakdown of NBC-AMD expenses by Service

	<u>FY2006</u>
<u>Aviation Safety Services:</u>	
Mishap Investigation and trend Analysis	\$ 56,303
Mishap Prevention	\$ 3,198
Aviation Program Evaluation	<u>\$ 78,660</u>
Total	\$138,161
<u>Aviation Program Management:</u>	
DOI Aircraft Inspections	\$ 94,932
DOI Pilot Evaluations	\$ 82,130
DOI Facilities Inspections	\$ 23,491
Technical Oversight and Support	<u>\$223,806</u>
Total	\$424,359
<u>Aviation Safety Training:</u>	
Aviation Centered Education	\$ 57,800
Technical Training	\$161,550
Online Training	\$ 11,383
Instructor Led Training	\$234,727
Instructor Certification Training	<u>\$ 48,107</u>
Total	\$513,567
<u>Aviation Flight Services Support:</u>	
Flight Scheduling and Coordination	\$ 9,617
Acq Mgmt and Support for Av Flight Svcs	\$590,274
Flight Requirements Analysis	<u>\$ 38,890</u>
Total	\$638,781



**NBC-AMD FY2006 Central Bill
Costs to NPS:
\$1,442,500.
(Approx. 7% of NPS Total
Aviation Cost in FY2006)**

FY06 DOI Aviation Program *Did You Know?*

- Total Cost = **\$163M.**
- Bureau Flight Usage Costs = **\$117.69M (72.23%).**
- Bureau Aviation Org. Costs = **\$37.83M (23.23%).**
- NBC-AM Aviation Central Bill Costs = **\$7.42M (4.55%).**



Services Provided to National Park Service, FY 2006

National Business Center
Aviation Management Headquarters
300 E Mallard Dr, Suite 200
Boise, ID 83706-3991

Erin Horsburgh,
NBC-AM Customer Service Representative
Phone: 208-433-5033
Fax: 208-433-5007
E-mail: erin_horsburgh@nbc.gov

Aviation Management Vision:
"To be the Competitive Aviation Services Provider of Choice for the Federal Government and Related Customers."

Accomplished by Providing **"Better, Faster, Cheaper, & Safer"** aviation services than any one customer can for themselves.

The National Business Center, Aviation Management Line of Business is the Department's Center of Excellence for aviation management expertise and services. We achieve customer service excellence by anticipating and responding to customer requirements in support of their individual aviation programs. NBC-AM leverages over half-a-millennia in resident commercial and government aviation management experience to provide our customers with the advise and support they need to meet their program goals and management responsibilities.

We welcome the opportunity to work with you "...to raise the safety standards, increase the efficiency, and promote the economical operation of aircraft activities in the Department of the Interior" and with our other Federal agency and related customers.

www.nbc.gov/amd

NBC-AMD Performance Measures and Accomplishments in FY 2006

Measurement	Metrics	Accomplishments
1. Customer issue resolution.	Requires the enactment of an issue resolution plan with a timetable agreeable to all parties within 24 hours (objective) and 48 hours (threshold).	91% positive response (AMD CSF Survey Results_0906) – "AM communicated with me within 24-48 business hours, excluding holidays and weekends and developed a plan to resolve my issue."
2. Customer bills processed timely	98% percent transactions processed error-free.	Average 97.5% IPAC transactions processed error-free (not charged back).
3. SAFECOMs submitted by the customer that require action or follow-up by AMD.	Initial response to the customer within 24-48 business hours.	99% initial response to customers when required by AMD within 24 – 48 business hours.
4. COTR will insure inspection of aircraft .	Accomplished as stipulated in the procurement document or no later than three days before aircraft reporting date.	100% aircraft inspected according to procurement document (no Contracting Officer actions completed documenting non-inspection of aircraft by reporting date.)
5. The Aviation User Training Program will identify minimum aviation management and user training requirements for personnel participating in aviation activities.	Online training, if required, will be available online 98% of the time.	99.9% online training availability.